

RPL 307: Management Skills in Leisure Services

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Office Hours	Mon & Wed 2:00pm-6:00pm	Class Times	Tuesdays 6:00-8:50pm Finch 114; Tues/Thurs 3:30-4:45pm Finch 101

Text and Materials

Managing Recreation, Parks, & Leisure Services: An Introduction, 3rd Edition: ISBN: 978-1-57167-528-6

Hammond, J (1999). Smart Choices: a practical guide to making better decisions. Boston, MA: Harvard Business School Press. ISBN: 978-0767908863

Please see Blackboard™ for Course Materials

Course Description

The development of conceptual and human relations skills necessary to the successful management of a leisure service agency.

Prerequisites RPL 118; one of the following: RPL 204, 216, 261

Course Objectives

After completing this course, the student will be able to:

1. Identify and discuss Katz' managerial skill areas and apply them to a leisure service business.
2. Explain the term "values" and how an individual's values affect his/her success as a manager and method of managing a leisure service business.
3. Provide and implement suggestions for effective time and resource management.
4. Identify and explain selected management theories and apply them to leisure service businesses.
5. Identify and explain the process of personnel selection, training, supervision, and evaluation.
6. Define conflict and identify methods of conflict management.
7. Discuss and apply the problem-solving model.
8. Demonstrate an understanding of the federal legislation that mandates equal opportunity for both genders and for special populations and addresses NIMS.
9. Develop decision making skills based on accepted ethical principles.
10. Acquire a working knowledge of various leadership and management techniques that encourage on the job effectiveness.
11. Demonstrate an understanding of the voluntary and involuntary employee termination process.
12. Develop and express a personal philosophy of recreation management relative to today's society.

Course Overview

This course examines the administrative techniques and administrative problems related to recreation and leisure services. Discussion focuses on management theory, the role of the personnel/human resources function as it applies to recreation, communication skills in management, and the concept of leadership in recreation. Readings, integrative cases, and class activities are used throughout the semester providing students with resources to create a personal philosophy of recreation management.

Course Evaluation

A	380	B	320	C	260	D	200
A-	360	B-	300	C-	240	D-	180
B+	340	C+	280	D+	220		

"I" (incomplete) is a temporary grade used by the instructor in cases when a student is unable to complete course requirements because of illness or other justifiable circumstances. It is assigned only in cases in which the student has completed satisfactorily the major portion of the course requirements, and has convinced the instructor of his or her ability to complete the remaining work without re-registering for the course. It is not to be given to a student who is already doing failing work. Please refer to the CMU Bulletin for more information on incomplete grades.

Description of Assessments

1.	Class Participation	100 points
2.	Midterm Exam	50 points
3.	Shoe Group	50 points
4.	Personal Code of Ethics	50 points
5.	Personal Philosophy of Recreation Management (written)	50 points
6.	Personal Philosophy of Recreation Management (digital)	50 points
7.	Final Exam	50 points

Late Assignments: are not accepted.

Notes: Late assignments are not accepted. Class participation points are earned over the course of the semester and allocated at the discretion of the instructor. Factors weighted in this allocation include attitude, attendance, participation in class discussion, teamwork, collaboration over 16 weeks, and adherence to Code of Conduct.

Digital Media Presentation

Your competitive advantage in recreation management may very well hinge on your ability to produce and edit digital media. Digital media competency is a requirement for the very best 21st century professionals, and your organization will benefit from your ability to communicate effectively using these mediums. Therefore, your culminating activity will include the production of a digital media piece that reflects your personal philosophy of management. A rubric will be included.

Using a Rubric

A rubric is the scoring tool that outlines the criteria for your work in this class. A rubric outlines how your instructor will score your work and it outlines the quality of your work, ranging from excellent to poor. Rubrics are provided for your assignments and attached to this syllabus. As a student in this course, please refer to the rubric for specific expectations your instructor has with regard to the quality and content of your work.

Guidelines for RPL Computer Labs

The Recreation, Parks, and Leisure Services Administration Department's computer lab is now available to ALL students on campus. Please familiarize yourself with procedures on printing front and back to save resources. If printers break, please call EHS Technology Operations at (989) 774-7875 or (989) 546-4552.

Guest Speakers

Your instructor has very specific expectations regarding student interaction and hospitality extended toward guest speakers. Under **NO** circumstances will a student multi-task (write notes, work on projects, schedule in calendars, text-message, etc.) during a guest speaker visit. In the event a student fails to

respect this policy or displays behavior that is disrespectful in any form, the student will be asked to leave the classroom and the absence will be remarked. During a guest speaker's visit, all materials should be put away and stored in book bags. All desks should be completely clear – free from books, notebooks, calendars, etc. All speakers are to be 1) treated with the utmost respect; 2) supported by audience by participating in discussion and asking questions; and 3) thanked by demonstration of shaking of hands after their perspective visit. No exceptions. **None!**

Code of Student Rights, Responsibilities and Disciplinary Procedures

The classroom is a special environment in which students and faculty come together to promote learning and growth. It is essential to this learning environment that respect for the rights of others seeking to learn, respect for the professionalism of the instructor, and the general goals of academic freedom are maintained. Differences of viewpoint or concerns should be expressed in terms which are supportive of the learning process, creating an environment in which students and faculty may learn to reason with clarity and compassion, to share of themselves without losing their identities, and to develop an understanding of the community in which they live. Student conduct which disrupts the learning process shall not be tolerated and may lead to disciplinary action and/or removal from class. For further information, please refer to the *Code of Student Rights, Responsibilities and Disciplinary Procedures*. <http://www.cmich.edu/policies-procedures/default.htm>

Accessibility and Disability Information

“CMU provides students with disabilities reasonable accommodation to participate in educational programs, activities, or services. Students with disabilities requiring accommodation to participate in class activities or meet course requirements should first register with the office of Student Disability Services (120 Park Library; telephone: 989-774-3018; Telecommunications Device for the Deaf: 989-774-2568), and then contact me as soon as possible.”

Regarding Technology

- ✓ **ALL** cell phones will remain on silent or vibration.
- ✓ **NO** text-messaging during class – none.
- ✓ **NO** open laptops – you may WRITE your notes, not type them.

Violation of any of these items by ONE person, will result in the entire class taking a 5-point quiz at the end of class period. Allocation of points will be deducted from the exam assessment

Emergency Notification

The emergency notification system allows CMU to reach thousands of students, faculty, and staff very quickly. In the event of an emergency or crisis, CMU administration will send notification using the information you provide on this page. You are highly encouraged to update your contact information. More information about this system can be obtained by visiting CMU's "[Emergency Preparedness](#)" page.

Modifications to Syllabus

The syllabus – will change. The syllabus distributed at the beginning of class only serves as an outline that will guide students through the course objectives. The instructor reserves the right to modify this syllabus at any time, for any reason. These changes will be disclosed to students in class and via email.

Research Study

Your instructor is a doctoral student at Walden University. During this semester, you will be invited to participate in a research study that investigates if there is a difference in sense of community between students who used Facebook in class and those who did not. You will receive an informed consent describing the elements of this study. If you agree to participate in this study, you will be asked to evaluate your experience as a student using a 24-item survey instrument. Completing the survey will take approximately 15 minutes of your time. Individual survey results will remain anonymous. The researcher

will not use information for any purposes outside of this research study except as may be required by law. Data gathered will be destroyed upon completion of the study. All information compiled during data collection is to be used solely for the purpose of this research study.

You will not accrue any costs from participating in this study nor will you be compensated for participating in this study. You are free to refuse to participate in this research project or to withdraw your consent and discontinue participation in the project at any time without penalty or loss of benefits to which you are otherwise entitled. Your participation will not affect your relationship with the institution(s) involved in this research project or your grade.

Academic Standards

Please Note: Beginning with the 2010/2011 Bulletin all recreation majors are required to have a 2.25 GPA to sign a major and earn a 2.0 (C) or better in all of their RPL major classes to graduate. Questions? See your major advisor.